

BRIDGE AND HIGHWAY TOLLS

3745

(March 2015)

PURPOSE

The following are instructions for opening and using a FasTrack® account and using the Revolving Fund checking account (053) as the payment mechanism for tolls. This section also provides circumstances under which the payment of tolls is not required.

REFERENCE/AUTHORITY

State Administrative Manual Section 8110

CAL FIRE Handbook Section 3742

California Vehicle Code Sections 4770 and Section 23300

Bay Area Toll Authority (BATA) at www.bayareafastrak.org

Transportation Corridor Agencies (TCA) at www.thetollroads.com

INTRODUCTION

3745.1

Toll roads and many bridges in California require payment to use them. CAL FIRE vehicles must also pay tolls except under certain emergency response conditions outlined in [Section 3745.8](#) below. Payment may be arranged in advance by use of a FasTrak® tag or transponder, pay-by-plate method, or by special agreement with the operator of the toll bridge or toll road.

On May 14, 2014 the need for cash-paying drivers to stop and pay toll at the toll booths was eliminated. Vehicles may now travel nonstop on the toll roads because of the new ways developed to pay tolls.

USE OF A FASTRAK® TRANSPONDER

3745.2

FasTrack® is a quick, convenient way to pay tolls using a FasTrack® Toll Tag or transponder mounted on the vehicle's windshield or by an established account with FasTrack® to pay by check. The Toll Tag or transponder can be used anywhere there is a FasTrack® sign, including all toll bridges and express lanes in the Bay Area as well as toll roads in Orange, Riverside, and San Diego Counties, known as State Routes 73, 133, 241, and 261.

As a vehicle enters the toll lane, the toll tag or transponder that is mounted on the vehicle's windshield is read by an antenna or the vehicle license plate number by a camera. As the vehicle passes past the toll booth, the FasTrack® account is charged the proper amount. Feedback is provided on an electronic display. If the vehicle does not have a toll tag or transponder, or an account established with FASTRAK®, the system classifies it as a violator and cameras take photos of the vehicle and the license plate for processing.

The Bay Area Toll Authority (BATA) calls the tool that reads the vehicles license plate numbers a Toll Tag. The Transportation Corridor Agencies (TCA) in Southern

California call it a Transponder. A transponder is not required for a prepaid Express Account for use on State Routes 73, 133, 241, and 261.

Defective Toll Tag Replacement:

If a toll tag does not operate for any reason, other than abuse or improper use, and it has been returned, the BATA Customer Service Center will replace it at no extra charge.

Lost and Stolen Toll Tag:

Contact the FasTrack® BATA Customer Service Center immediately at 877-229-8655. The Unit remains liable to all toll charges to the toll tag until the Customer Service Center is notified that the toll tag has been lost or stolen. The Unit will also be charged \$20.00 for each Toll Tag entrusted to their possession that has been lost or stolen **unless an official police report is provided.**

Lost CAL FIRE property should also be reported on form CAL FIRE 101, and submitted to the supervisor for approval.

OPENING A FasTrack® ACCOUNT

3745.3

Each Unit must assign a Toll Coordinator. It is the Toll Coordinator's responsibility to do the following:

1. **Download a FasTrack® application form** from www.bayareafastrak.org for the Bay Area, and at www.thetollroads.com for Orange, Riverside, and San Diego Counties.
2. **Complete and sign the FasTrack® application form.**
 - a) Applicant Information - Select/Mark "Business".
 - b) Payment Options – For the Bay Area, Check the box for "Option 2". For the Express Account for State Routes 73, 133, 241, and 261, select "Express Account Prepaid".
 - c) Payment Option - Select check payment.
 - d) Vehicle Information - Complete the vehicle information box. A separate spreadsheet for additional vehicles may be attached to the application.
 - For State Route 73, 133, 241, and 261, the maximum number of vehicles allowed is 50. If exceeding 50 vehicles, call 949-727-4800 for instruction.
 - e) Authorization - The Unit Administrative Officer must sign the application.
3. **Complete the form AO-107** and submit for processing.
4. **Regions/Units will issue a revolving fund check.**

- a) For the Bay Area issue a check for \$70.00 (\$50.00 minimum balance plus \$20.00 for toll tag for each vehicle) plus amount for a month's toll usage. Regions/Units will mail the check and the completed and signed application to:

Bay Area FasTrack® Customer Service Center
PO Box 26926
San Francisco, CA 94126

Note: Mail the Notice of Toll Evasion payment stub only for violations if an account is being opened to avoid paying a violation fee.

- b) For State Routes 73, 133, 241, and 261, issue a check for a minimum of \$45.00 plus an estimated amount for one month toll usage. Send the check and the completed application to:

Toll Roads Service Center
P O Box 57011
Irvine, CA 92619-7011

5. **Register the Toll Tag:** The Bay Area Toll Tag must be registered online within seven (7) business days as soon as it is received at www.bayareafastrak.org. Failure to register will result in the Toll Tag becoming invalid/inactive, and the tag deposit will be forfeited. Using an invalid/inactive Toll Tag will result in transactions being processed as violations, which are subject to fees, fines, and penalties.
6. **Revolving Fund Replenishment:** Send the completed AO-107, a copy of the application, and the revolving fund check blue and white foils immediately to DAO/Revolving Fund Unit for revolving fund account replenishment processing.
7. **Changes to the Account:**
Report any known changes to the account immediately to the Customer Service Center, such as name, mailing address, telephone number, vehicle license plate numbers, and if applicable, credit card number and expiration date. Liability remains for all tolls charged to the vehicle on the account until the Customer Service Center is notified.

FUNDING A FasTrack® ACCOUNT

3745.4

Each Unit is responsible for opening up the Unit's FasTrack® Account **by Revolving Fund check payment only.**

1. **Bay Area Toll Roads.** For the Bay Area, the initial amount needed to set up an account is \$50.00 + \$20.00 for one toll tag deposit for each vehicle. A minimum of \$50.00 in the account balance must be kept at all times. Initially, the Unit should issue a check for the month's estimated toll usage plus \$70.00 for each vehicle. Units must monitor their account and must send a check for the estimated total

usage immediately when the total prepaid toll balance drops below the required minimum balance.

2. **State Route 73, 133, 241, and 261.** The units must open a prepaid **Express Account**. A prepaid Express Account does not require a transponder. A minimum balance of \$45.00 dollars must be kept at all times. The revolving fund check must be issued to "The Toll Roads". Units must monitor the account and must send a check for the estimated total usage immediately when the total prepaid toll balance drops below the required minimum balance.

Failure to maintain the required balance on the account will result in transactions being processed as violations that are subject to fees, fines, and penalties as provided by law. It may also result in closure of the account. If the account has a negative balance, it may result in collection actions for any unpaid balance.

3. To properly and accurately replenish the revolving fund account, the following documents are required to be sent to DAO/Revolving Fund Travel Unit after issuing the revolving fund check:
 - Completed and signed AO-107
 - Original statement or copy of the application for initial account opening
 - Revolving Fund check blue and white foils

TERMINATION OF FastTrack® OR EXPRESS ACCOUNT AND REFUNDS:

3745.5

To terminate an agreement / account, return all of the issued Bay Area Toll Tags to the FastTrack® Customer Service Center. Upon termination and return of all issued Toll Tags, **the toll account balance and toll tag deposit(s) (if paid in advance) will be refunded to the Unit within 30 days** without interest, by check, less any amount owed. No refund will be given for a defective toll tag. Submit moneys refunded to unit finance with abatement coding.

For prepaid Express Accounts for State Route 73, 133, 241, and 261, notify The Toll Roads by calling or in writing. Any toll balance will be refunded, less any amounts owed to the TCA after fifteen (15) days. Submit moneys refunded to unit finance with abatement coding.

MONTHLY STATEMENTS

3745.6

Monthly statements will be sent to the Units. In order to receive statements at the Unit level, the "Business" box in the application must be marked. Select the method of receiving the statement which is either by e-mail or by postal mail.

For State Routes 73, 133, 241, and 261, statements may be received monthly by email or quarterly by postal mail. Ensure that the appropriate statement delivery method box is checked in order to receive either monthly or quarterly statements.

The Unit Toll Coordinator will review and reconcile the statement to ensure that the statement is correct. The Unit will also notify FasTrack® Customer Service Center for any questions or incorrect charges within 30 days. Charges not questioned within 30 days will be deemed valid.

Invoice Enquiry

Units will receive an invoice only if their account balances become zero. For details on how to resolve or pay a Bay Area invoice, log in to www.bayareafastrak.org or www.thetollroads.com for State Routes 73, 133, 241, and 261. To pay an Invoice by check, refer to Monthly Statement/Payment above.

TOLL VIOLATIONS

3745.7

NOTE: If a Unit is a first-time tolls violator, and **not** currently a FasTrack® customer, the violation penalty may be dismissed by opening a new FasTrack® account.

A toll violation is the employee's responsibility. The employee can resolve the violation by contacting the Unit Toll Coordinator for instruction on how to resolve. The employee must notify the Toll Coordinator of the date, time, vehicle license plate number, and incident number of any emergency response to an incident when toll road had to be used.

A Unit Toll Coordinator can resolve the violation by:

1. Adding the vehicle to the current toll account or opening a new account if there is no account established yet.
2. By disputing it and calling the toll customer service. This works only for emergency vehicles such as fire trucks and marked vehicles responding to emergency activities. If violation cannot be resolved, the employee must pay the balance due to the toll company using a credit card, then submit an expense claim through CALATERS to get reimbursed for the toll charge only.

EMERGENCY VEHICLE EXEMPTION FROM TOLLS

3745.8

Reference: California Vehicle Codes Section 23301.5

An authorized emergency vehicle is exempt from any requirement to pay a toll or other charge on a vehicular crossing, toll highway, or High Occupancy Toll (HOT) lane, including the requirements of Section 23301, if all of the following conditions are satisfied:

(1) The authorized emergency vehicle is properly displaying an exempt California license plate, and is properly identified or marked as an authorized emergency vehicle, including, but not limited to, displaying an external surface-mounted red warning light, blue warning light, or both, and displaying public agency identification, including, but not limited to, "Fire Department," "Sheriff," or "Police."

(2) (a) The vehicle is being driven while responding to or returning from an urgent or emergency call, engaged in an urgent or emergency response, or engaging in a fire station coverage assignment directly related to an emergency response.

(b) For purposes of this paragraph, an "urgent" response or call means an incident or circumstance that requires an immediate response to a public safety related incident, but does not warrant the use of emergency warning lights. "Urgent" does not include any personal use, commuting, training, or administrative uses.

(c) Notwithstanding subparagraph (a), an authorized emergency vehicle, when returning from an urgent or emergency call, or from being engaged in an urgent or emergency response, or from engaging in a fire station coverage assignment directly related to an emergency response, shall **not** be exempt from any requirement to pay a toll or other charge imposed while traveling on a high-occupancy toll (HOT) lane.

(3) The driver of the vehicle determines that the use of the toll facility shall likely improve the availability or response and arrival time of the authorized emergency vehicle and its delivery of essential public safety services.

Note: If the toll facility elects to send a bill, invoice CAL FIRE, or charge a CAL FIRE account for the use of the toll facility by an authorized emergency vehicle, exempt pursuant to subdivision (a), the fire chief, the head of the department, or designee, is authorized to certify in writing that the authorized emergency vehicle was responding to or returning from an emergency call or response and is exempt from the payment of the toll or other charge in accordance with this section. The letter shall be accepted by the toll operator in lieu of payment and is a public document. Nothing in this section shall prohibit or amend an agreement entered into between the owner or operator of a toll facility and a local emergency service provider that establishes mutually agreed upon terms for the use of the toll facility by the emergency service provider.

FAILURE TO COMPLY

3745.9

Failure to comply with any portion of the Unit's FastTrack agreement will result in any transaction processed as a violation under California Vehicle Code 4770 and any other applicable law. If a violation occurs, the employee (violation) will be subject to all fees, fines, and penalties as provided by law. The BATA and/or the TCA may charge the Unit's account for all unpaid violations including fees, fines, and penalties. If the BATA and/or the TCA Unit's account are charged, the employee (violation) will be responsible for reimbursing the Unit/Department for any fees charged to the Unit's BATA and/or the TCA account.

FASTRACK® CONTACTS

3745.10

Bay Area Tolls

www.bayareafastrak.org

Toll Free (for customers only): (877) BAY-TOLL (1-877-229-8655)

Out of State Callers: (415) 486-TOLL (1-415-486-8655)

FAX: (415) 956-1663

TDD/TTY: (415) 486-2492

Hours of Operations

Call Center

Mon - Friday: 8:30am - 5:30pm

Saturday: 9:00am - 1:00pm

Walk-in Center (at 475 The Embarcadero)

Mon - Fri : 8:30am - 5:30pm

Saturday : 9:00am - 1:00pm

State Routes 73, 133, 241, and 261

www.thetollroads.com

The Toll Roads

PO Box 57011

Irvine, CA 92619-7011

Telephone # 949-727-4800

Fax # 949-727-4991

[\(Next Section\)](#)

[\(Handbook Table of Contents\)](#)

(Forms or Form Samples)